

PAYROLL/BENEFITS SPECIALIST ROLE

Role Summary

The Payroll/Benefits Specialist Role consists of two grade levels (10 and 11). Incumbents perform technical work relating to on-line payroll processing and employee benefits using the Statewide Budgeting, Accounting, and Human Resource System (SABHRS) system. Primary contacts are with the supervisor, Human Resource Director, department employees and management, other Office of Human Resource staff, and other agencies.

Working Conditions

Cyclical periods of high stress working under pressure of critical projects with hard deadlines. Mental stress is encountered as a result of critical deadlines, managing a heavy workload, the technical nature of the work, and the significance of decisions made.

Education and Experience

- Grade 10: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school, training or coursework in accounting and one year of payroll experience. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 11: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school, training or coursework in accounting and three years of payroll and benefits experience. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.

- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans established identify day-to-day tasks.

Grade 10

Predominant/Essential Duties

- Process and maintain personnel payroll documents.
- Maintain on-line payroll system and update database by processing and approving bi-weekly payroll.
- Processes changes for new hires, transfers, promotions, demotions, and terminations.
- Track employee balances such as compensatory time, FMLA, annual leave, and sick leave.
- Maintain current employee personnel files.

Grade 11

Predominant/Essential Duties

- Maintain on-line payroll system and update database by processing and approving bi-weekly payroll.
- Process all changes for new hires, transfers, promotions, demotions, and terminations.
- Review payroll documents for accuracy of completion and prepare pre-payroll for submission to central payroll.
- Track employee balances such as compensatory time, FMLA, annual leave, and sick leave.
- Disseminate benefit information for employees by advising new employees and answering routine and non-routine questions.
- Research and respond to employee questions or administrative/supervisor inquiries on payroll/benefit matters by reviewing files and researching circumstances.
- Distribute all necessary forms and reports to payroll users.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Payroll/Benefits Specialist Role

Competencies	Grade 10 Under Guidance	Grade 11 Minimal Guidance
Demonstrated knowledge of payroll administration.	B	B
Demonstrated ability to be accurate and detail orientated.	C	C
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	B	B
Demonstrated ability to think creatively and recommend innovative solutions.	A	B
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	B	B
Demonstrated knowledge of employee benefits.	A	B
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	A	A
Demonstrated knowledge and ability in organization techniques relative to the role.	B	B
Demonstrated research skill relative to the role.	A	B
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	B	B
Demonstrated ability to maintain strict confidentiality regarding sensitive information, tax, and revenue matters.	C	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	A	B

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.